



Police Administrative Manager (Non-sworn)

FLSA Status: Non-Exempt

Salary Grade: 19G

Minimum Annual Salary: \$42,050

Maximum Annual Salary: \$61,041

Last Revised: March 21, 2023

General Statement of Duties

The Police Administrative Manager performs advanced skilled work overseeing the administrative functions of the Police Department, including Command Staff support, oversight of the Records Management System (RMS) and departmental records, DCI Terminal Agency Coordinator (TAC), reviewing reports for accuracy and compliance with state requirements and departmental guidelines, manages the departmental accreditation process, serving as liaison between the Police Department and the media, and completes other related work as required or assigned. This position is deemed essential during emergency or disaster situations. Work is performed under the supervision of the Administrative Services Captain.

Special Requirements

- Bachelor's degree (preferred) and considerable experience in administrative support work, police reporting systems, public records law, or equivalent combination of education and experience.
- Possession of or ability to obtain DCI certification within six months of hire.
- Possession of an appropriate driver's license valid in the State of North Carolina.

Duties and Responsibilities

Essential Duties and Tasks

- Oversee the daily administrative function for the department including supporting the command staff.
- Manage and oversee the department's accreditation program.
- Serve as Terminal Agency Coordinator (TAC) for the police department.
- Serve as Records Manager for the Police Department.
- Perform quality control for RMS and verify the information required by federal, state, and departmental guidelines is included in all officer reports; perform checks on names and vehicle files for correctness and eliminate duplication.
- Assist with the coordination and scheduling for community events and public education requests.



- Provide general technical assistance to other staff on RMS; assist officers with report and system issues.
- Review reports for accuracy to ensure state requirements and departmental guidelines are met; ensure reports are sent to the NC DMV or the State.
- Data entry.
- Answer questions from the public; provide reports via phone, email, or fax; screen calls and inquiries; handles public and internal requests for service or information.
- Update and maintains department roster.
- Serve as systems administrator for a variety of software utilized by the department's staff daily and as a direct point of contact for staff of the police department.
- Integrate and align with organizational culture and leadership philosophy.
- Confers with department administrators in organizing comprehensive public information programs, strategic communications planning and in establishing department public information policies and procedures.
- Writes or supervises and assists in writing, news articles for release to the newspapers, radio and television broadcasters, periodicals, other publications, and media outlets.
- Assists in organizing comprehensive educational programs, marketing police imaging and branding programs to help the public in understanding and furthering department projects and aims. Plans and writes special articles, pamphlets and booklets on department objectives and activities.
- Obtains and disseminates information and news material through interviews and correspondence.
- May serve as department representative to the public and to the news media on current information and events provided by department.
- May attend community meetings and trainings outside of normal business hours.
- Composes correspondence on behalf of the Chief of Police as required.
- Primary oversight of all department social media content.
- Performs community outreach.
- Performs special projects and other related work as required.
- Perform crisis communication planning and strategies.

Knowledge, Skills, and Abilities

- Comprehensive knowledge of Police Records Management System (RMS) and state and departmental regulations.
- Comprehensive knowledge of DCI audit requirements.
- Comprehensive knowledge of standard office equipment and software including word processing, spreadsheets, databases, and presentations.
- Thorough knowledge of the responsibilities of a Terminal Agency Coordinator (TAC).



- Thorough knowledge of police reporting systems and state requirements for data reporting, public records law, and discovery procedures.
- Ability to perform a considerable volume of detailed record work.
- Ability to type accurately and at a reasonable rate of speed.
- Ability to operate a variety of standard office equipment.
- Ability to communicate effectively in person and by telephone.
- Ability to establish and maintain effective working relationships with associates, management, elected officials, other agencies, and the public.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force; work frequently requires sitting and speaking or hearing and occasionally requires standing, walking, and using hands to finger, handle, or feel; work has standard vision requirement; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Application Process

The application process may include the following:

- Application Review
- Written Examination
- Panel Interview
- Personal History Questionnaire
- Background Investigation
- Pre-employment Drug Screening
- Psychological Assessment/Evaluation
- Chief's Interview

Safety Sensitive

This position is safety-sensitive and is subject to random drug testing.

DISCLAIMER:

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.